

? logon

*** It is now 2007/04/28 20:19:01 ***
 (Dialog time 2007/04/28 19:19:01)

HILIGHT set on as ' ' ' '
 >>>100 is not in the range between 1 and 50, original value 30 is used.
 IGOR705 is set ON as an alias for
 2,9,15,16,20,35,65,77,99,148,160,233,256,275,347,348,349,474,475,476,583,6-
 10,613,621,624,634,636,810,813
 IGORMEDIC is set ON as an alias for
 5,34,42,43,73,74,129,130,149,155,442,444,455
 IGORINSUR is set ON as an alias for 169,625,637
 IGORBANK is set ON as an alias for 139,267,268,625,626
 IGORTRANS is set ON as an alias for 6,63,80,108,637
 IGORSHOPCOUPON is set ON as an alias for 47,570,635,PAPERSMJ,PAPERSEU
 IGORINVEN is set ON as an alias for 6,7,8,14,34,94,434
 IGORFUNDTRANS is set ON as an alias for 608

? b igor705

>>> 77 does not exist
 >>> 233 does not exist
 >>>2 of the specified files are not available
 28apr07 18:19:39 User268082 Session C8.1
 \$0.00 0.242 DialUnits File415
 \$0.00 Estimated cost File415
 \$0.16 INTERNET
 \$0.16 Estimated cost this search
 \$0.16 Estimated total session cost 0.242 DialUnits

SYSTEM:OS - DIALOG OneSearch
 File 2:INSPEC 1898-2007/Apr W3
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 File 160:Gale Group PROMT(R) 1972-1989
 (c) 1999 The Gale Group
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 (c) 2007 Info.Sources Inc
 File 275:Gale Group Computer DB(TM) 1983-2007/Apr 27
 (c) 2007 The Gale Group
 File 347:JAPIO Dec 1976-2006/Dec(Updated 070403)
 (c) 2007 JPO & JAPIO

File 348:EUROPEAN PATENTS 1978-2007/ 200716
 (c) 2007 EUROPEAN PATENT OFFICE
 *File 348: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.
 File 349:PCT FULLTEXT 1979-2007/UB=20070419UT=20070312
 (c) 2007 WIPO/Thomson
 *File 349: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.
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 (c) 2007 The New York Times
 File 475:Wall Street Journal Abs 1973-2007/Apr 27
 (c) 2007 The New York Times
 File 476:Financial Times Fulltext 1982-2007/Apr 29
 (c) 2007 Financial Times Ltd
 File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
 (c) 2002 The Gale Group
 *File 583: This file is no longer updating as of 12-13-2002.
 File 610:Business Wire 1999-2007/Apr 27
 (c) 2007 Business Wire.
 *File 610: File 610 now contains data from 3/99 forward.
 Archive data (1986-2/99) is available in File 810.
 File 613:PR Newswire 1999-2007/Apr 27
 (c) 2007 PR Newswire Association Inc
 *File 613: File 613 now contains data from 5/99 forward.
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 File 621:Gale Group New Prod.Annou.(R) 1985-2007/Apr 26
 (c) 2007 The Gale Group
 File 624:McGraw-Hill Publications 1985-2007/Apr 25
 (c) 2007 McGraw-Hill Co. Inc
 *File 624: Homeland Security & Defense and 9 Platt energy journals added
 Please see HELP NEWS624 for more
 File 634:San Jose Mercury Jun 1985-2007/Apr 22
 (c) 2007 San Jose Mercury News
 File 636:Gale Group Newsletter DB(TM) 1987-2007/Apr 26
 (c) 2007 The Gale Group
 File 810:Business Wire 1986-1999/Feb 28
 (c) 1999 Business Wire
 File 813:PR Newswire 1987-1999/Apr 30
 (c) 1999 PR Newswire Association Inc

Set	Items	Description
---	-----	-----

? s ((work (1n) flow) (w) (monitor??? or detect???) (w) disruption?)

>>>Unmatched parentheses

? ds

>>>No sets currently exist

? s ((work (1n) flow) (w) (monitor??? or detect???) (w) disruption?)

Processing

Processing
 Processing
 Processing
 Processing
 Processing

Processing
 Processed 10 of 27 files ...
 Processing
 Processed 20 of 27 files ...
 Processing
 Completed processing all files
 15885351 WORK
 4725278 FLOW
 5721215 MONITOR???
 4404678 DETECT???
 575169 DISRUPTION?
 S1 0 ((WORK (1N) FLOW) (W) (MONITOR??? OR DETECT???) (W)
 DISRUPTION?)

? s (work (1n) flow) (w) disruption?

Processing
 Processing
 Processing

Processing
 Processed 10 of 27 files ...
 Completed processing all files
 15885351 WORK
 4725278 FLOW
 575169 DISRUPTION?
 S2 17 (WORK (1N) FLOW) (W) DISRUPTION?

? s s2 and (proactive or proactively)

 17 S2
 365935 PROACTIVE
 158024 PROACTIVELY
 S3 0 S2 AND (PROACTIVE OR PROACTIVELY)

? s s2 and transaction

 17 S2
 3377400 TRANSACTION
 S4 1 S2 AND TRANSACTION

? t s4/3,k/1

4/3,K/1 (Item 1 from file: 15)
 DIALOG(R)File 15: ABI/Inform(R)

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02855056 702886531

A marketing-relevant framework for understanding service worker productivity

Dobni, Dawn

Journal of Services Marketing v18n4/5 pp: 303-317

2004

ISSN: 0887-6045 Journal Code: JSV

Word Count: 10128

Text:

...reasonable, not excessively needy, capable of performing the duties required of them in the service **transaction** and able to articulate their needs, the implications for productivity of the service provider are ...to which employees are encouraged to be self-sufficient and to make their own decisions.

Work flow disruptions

In service work, the ability to be productive is largely a function of the ability...

? s s2 not s4

	17	S2
	1	S4
S5	16	S2 NOT S4

? t s5/3,k/1-16

5/3,K/1 (Item 1 from file: 9)

DIALOG(R)File 9: Business & Industry(R)

(c) 2007 The Gale Group. All rights reserved.

03932272 Supplier Number: 144603522 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Software keeps pace with changing needs.

(Medicare prescription benefit)

Chain Drug Review , v 28 , n 7 , p 60

April 10, 2006

Document Type: Journal ISSN: 0164-9914 (United States)

Language: English Record Type: Fulltext

Word Count: 639 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...a more dramatic effect than the Medicare prescription benefit.

"There has been a lot of **work flow disruption** as more people sign up for this benefit and pharmacies try to figure out who...

5/3,K/2 (Item 1 from file: 15)
 DIALOG(R)File 15: ABI/Inform(R)
 (c) 2007 ProQuest Info&Learning. All rights reserved.

01127543 97-76937

One step at a time

Thompson, Dave
 American Printer v216n2 pp: 50-51
 Nov 1995
ISSN: 0744-6616 Journal Code: APR
Word Count: 1049
Text:

...application.

As a result, printers with largely conventional prepress operations will experience frustration and massive **work flow disruption** trying to step all the way into computer-to-plate in a single jump.

To...

5/3,K/3 (Item 2 from file: 15)
 DIALOG(R)File 15: ABI/Inform(R)
 (c) 2007 ProQuest Info&Learning. All rights reserved.

00776120 94-25512

Software optimizes tolerances

Turner, Joshua
 CAE v12n10 pp: 67-71
 Oct 1993
ISSN: 0733-3536 Journal Code: CAE
Word Count: 1919
Text:

...and manufacturability. Improper tolerances can result in such problems as increased product development cycle time, **work-flow disruptions**, tooling modifications, and scrap and rework--all hindrances to Design for Manufacturability (DFM).

That's...

5/3,K/4 (Item 1 from file: 16)
 DIALOG(R)File 16: Gale Group PROMT(R)
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13089091 **Supplier Number: 144603522 (USE FORMAT 7 FOR FULLTEXT)**

Software keeps pace with changing needs.(Medicare prescription benefit)

Chain Drug Review , v 28 , n 7 , p 60(2)
 April 10 , 2006
Language: English **Record Type:** Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 695

...a more dramatic effect than the Medicare prescription benefit.
 "There has been a lot of **work flow disruption**
 as more people sign up for this benefit and pharmacies try to figure out
 who...

5/3,K/5 (Item 2 from file: 16)
 DIALOG(R)File 16: Gale Group PROMT(R)
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06618370 **Supplier Number:** 55687854 (USE FORMAT 7 FOR FULLTEXT)

ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software.
 Business Wire , p 0243
 Sept 8 , 1999
Language: English **Record Type:** Fulltext
Document Type: Newswire ; Trade
Word Count: 514

...to ensure that our physician clients would get the maximum compliance
 benefit, with the least **work flow disruption**," said
 Mike O'Leary, Medic chief executive officer. "Our goal is to provide
 immediate feedback...

5/3,K/6 (Item 1 from file: 20)
 DIALOG(R)File 20: Dialog Global Reporter
 (c) 2007 Dialog. All rights reserved.

07108975 (USE FORMAT 7 OR 9 FOR FULLTEXT)
ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software

BUSINESS WIRE
 September 08, 1999
Journal Code: WBWE **Language:** English **Record Type:** FULLTEXT
Word Count: 580
 (USE FORMAT 7 OR 9 FOR FULLTEXT)

...to ensure that our physician clients would get the maximum compliance
 benefit, with the least **work flow disruption**," said
 Mike O'Leary, Medic chief executive officer. "Our goal is to provide
 immediate feedback...

5/3,K/7 (Item 1 from file: 35)

DIALOG(R)File 35: Dissertation Abs Online
(c) 2007 ProQuest Info&Learning. All rights reserved.

02170134 ORDER NO: AADAA-I3227062

Environmental effects on electronic health record adoption by physicians

Author: Abdolrasulnia, Maziar

Degree: Ph.D.

Year: 2006

Corporate Source/Institution: The University of Alabama at Birmingham (0005)

Source: Volume 6707B of Dissertations Abstracts International.

PAGE 3678 . 86 PAGES

ISBN: 978-0-542-80201-0

...practices have not eagerly adopted EHRs. Studies have suggested that cost, lack of technology standards, **work flow disruptions**, and other perceived barriers have prevented widespread implementation of EHRs. The objective of this research...

5/3,K/8 (Item 1 from file: 65)

DIALOG(R)File 65: Inside Conferences

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05945928 **Inside Conference Item ID:** CN061538609

Measuring The Effect Of Work Flow Disruptions On Pharmacy Dispensing Errors

Coblio, N.; Centeno, G.; McCright, P.

Conference: Institute of Industrial Engineers - Annual conference and exposition

ANNUAL IIE CONFERENCE AND EXHIBITION -CD ROM EDITION- , CONF 2006 P: 60

Norcross, Ga., Institute of Industrial Engineers,, 2006

Language: English **Document Type:** Conference Papers and presentations

Sponsor: Institute of Industrial Engineers (1981-)

Location: Orlando, FL

2006; May (200605) (200605)

Measuring The Effect Of Work Flow Disruptions On Pharmacy Dispensing Errors

5/3,K/9 (Item 1 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

(c)2007 The Gale Group. All rights reserved.

0019446779 **Supplier Number:** 144603522 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Software keeps pace with changing needs.(Medicare prescription benefit)

Chain Drug Review , 28 , 7 , 60(2)

April 10 , 2006

ISSN: 0164-9914

Language: English

Record Type: Fulltext

Word Count: 695 **Line Count:** 00058

...a more dramatic effect than the Medicare prescription benefit.

"There has been a lot of **work flow disruption** as more people sign up for this benefit and pharmacies try to figure out who...

5/3,K/10 (Item 2 from file: 148)
 DIALOG(R)File 148: Gale Group Trade & Industry DB
 (c)2007 The Gale Group. All rights reserved.

11324664 **Supplier Number: 55687854 (USE FORMAT 7 OR 9 FOR FULL TEXT)**
ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software.

Business Wire , 0243
 Sept 8 , 1999
Language: English
Record Type: Fulltext
Word Count: 541 **Line Count:** 00051

...to ensure that our physician clients would get the maximum compliance benefit, with the least **work flow disruption**," said Mike O'Leary, Medic chief executive officer. "Our goal is to provide immediate feedback...

5/3,K/11 (Item 3 from file: 148)
 DIALOG(R)File 148: Gale Group Trade & Industry DB
 (c)2007 The Gale Group. All rights reserved.

06765994 **Supplier Number: 14620137 (USE FORMAT 7 OR 9 FOR FULL TEXT)**
Software optimizes tolerances. (software for tolerance analysis)

Turner, Joshua
 Computer-Aided Engineering , v12 , n10 , p67(3)
 Oct , 1993
 ISSN: 0733-3536
Language: ENGLISH
Record Type: FULLTEXT; ABSTRACT
Word Count: 2072 **Line Count:** 00173

Abstract: ...and this may cause increased product development cycle time, scrap and rework, tooling modifications and **work-flow disruptions**. Tolerance analysis may be approached from two philosophies: parametric and geometric. The parametric approach, identifies ...

Text:

...and manufacturability. Improper tolerances can result in such problems as increased product development cycle time, **work-flow disruptions**, tooling modifications, and scrap and rework--all hindrances to Design for Manufacturability (DFM).

5/3,K/12 (Item 4 from file: 148)
 DIALOG(R)File 148: Gale Group Trade & Industry DB

(c)2007 The Gale Group. All rights reserved.

04639088 **Supplier Number:** 08370496 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Upgrading a personal computer.

Holmes, James R.
 Journal of Accountancy , 169 , n4 , 103(5)
 April , 1990
 ISSN: 0021-8448
Language: ENGLISH
Record Type: FULLTEXT
Word Count: 1527 **Line Count:** 00120

...storing data to disk. Speed is an obvious convenience, but a hard disk also reduces **work-flow disruptions** by eliminating frequent changing of floppy disks.

The accountant upgrading a PC should replace one...

5/3,K/13 (Item 1 from file: 160)
 DIALOG(R)File 160: Gale Group PROMT(R)
 (c) 1999 The Gale Group. All rights reserved.

00569695

Absenteeism costs include fringe benefits, overtime for substitute workers, decreases in employee efficiency and work flow disruption.

Small Business Report July, 1980 p. 6

Absenteeism costs include fringe benefits, overtime for substitute workers, decreases in employee efficiency and work flow disruption.

5/3,K/14 (Item 1 from file: 275)
 DIALOG(R)File 275: Gale Group Computer DB(TM)
 (c) 2007 The Gale Group. All rights reserved.

01627926 **Supplier Number:** 14620137 (Use Format 7 Or 9 For FULL TEXT)
Software optimizes tolerances. (software for tolerance analysis)

Turner, Joshua
 Computer-Aided Engineering , v12 , n10 , p67(3)
 Oct , 1993
 ISSN: 0733-3536
Language: ENGLISH **Record Type:** FULLTEXT; ABSTRACT
Word Count: 2072 **Line Count:** 00173

Abstract: ...and this may cause increased product development cycle time, scrap and rework, tooling modifications and **work-flow disruptions**. Tolerance analysis may be approached from two philosophies: parametric and geometric. The parametric approach, identifies ...

Text:

...and manufacturability. Improper tolerances can result in such problems as increased product development cycle time, **work-flow disruptions**, tooling modifications, and scrap and rework--all hindrances to Design for Manufacturability (DFM).

DIALOG(R)File 348: EUROPEAN PATENTS

(c) 2007 EUROPEAN PATENT OFFICE. All rights reserved.

5/3K/15

02150299

Automated high volume slide processing system

Objekttragnernverarbeitung mit hohen Durchsatz

Traitement a haut debit de lames biologiques

Patent Assignee:

- **VENTANA MEDICAL SYSTEMS, INC.;** (1637973)
1910 Innovation Park Drive; Tucson, AZ 85737; (US)
(Applicant designated States: all)

Inventor:

- **Griebel, Rick**
9914 N. Calle Solano; Tucson, AZ 85737; (US)
- **Ashby, Austin**
3671 W. Flynn Court; Tucson, AZ 85742; (US)
- **Borchert, Chris**
3541 E. Cody Avenue; Tucson, AZ 85716; (US)
- **Campbell, Devon C.**
11822 N. Copper Butte Drive; Tucson, AZ 85737; (US)
- **Ward, Glen**
8181 N. Tammeron Court; Tucson, AZ 85741; (US)
- **Holubec, Miroslav**
2045 E. Cerrada Nopal; Tucson, AZ 85718; (US)
- **Richards, William L.**
1885 W. Via Mandarina; Tucson, AZ 85737; (US)
- **Ghusson, Andrew**
11522 N. Monica Leigh Place; Tucson, AZ 85737; (US)
- **Christensen, Kimberly**
896 Highway 15; Pinos Altos, NM 88053; (US)
- **Rizzo, Vince**
11087 N. Cloud View; Tucson, AZ 85737; (US)
- **Showalter, Wayne**
1101 E. Via Lucerna; Tucson, AZ 85718; (US)
- **Reinhardt, Kurt**
6540 Calle de Amigos; Tucson, AZ 85750; (US)
- **Lemme, Charles D.**
618 Camino Lujosa; Tucson, AZ 85704; (US)

- **Freeman, Matthew**
515 Shadbury Court; Fort Collins, CO 80525; (US)
- **Ambler, Brandon**
4259 E. Wading Pond; Tucson, AZ 85712; (US)
- **Hendrick, Kendall B.**
6648 N. Los Leones Drive; Tucson, AZ 85718; (US)
- **Mehta, Parula**
12511 N. Wayfarer Way; Oro Valley, AZ 85755; (US)

Legal Representative:

- **Muller-Bore & Partner Patentanwälte (100651)**
Grafinger Strasse 2; 81671 Munchen; (DE)

	Country	Number	Kind	Date	
Patent	EP	1717571	A2	20061102	(Basic)
Application	EP	2005018517		20050825	
Priorities	US	116676		20050427	

Designated States:

AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LI; LT;
LU; LV; MC; NL; PL; PT; RO; SE; SI; SK;
TR;

Extended Designated States:

AL; BA; HR; MK; YU;

International Classification (Version 8)

IPC	Level	Value	Position	Status	Version	Action	Source	Office
G01N-0001/31	A	I	F	B	20060101	20060907	H	EP

Abstract Word Count: 84

NOTE: 3

NOTE: Figure number on first page: 3

Legal Status

Type	Pub. Date	Kind	Text
------	-----------	------	------

Language

Publication: English

Procedural: English

Application: English

Fulltext Availability

Available Text	Language	Update	Word Count

CLAIMS A	(English)	200644	2178
SPEC A	(English)	200644	31198
Total Word Count (Document A) 33376			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 33376			

Specification: ...and/or in bulk to workstations, even as reagent supplies are being replenished, thereby reducing **work flow disruptions**. In a more particular embodiment, the fluid motivating components of the fluidics module operate on...

5/3,K/16 (Item 1 from file: 621)

DIALOG(R)File 621: Gale Group New Prod.Annou.(R)

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02166008 **Supplier Number: 55687854 (USE FORMAT 7 FOR FULLTEXT)**

ADP Context to Integrate Its Clinical Editing Software Into Medic Computer Systems' Practice Management Software.

Business Wire , p 0243

Sept 8 , 1999

Language: English **Record Type:** Fulltext

Document Type: Newswire ; Trade

Word Count: 514

...to ensure that our physician clients would get the maximum compliance benefit, with the least **work flow disruption**," said Mike O'Leary, Medic chief executive officer. "Our goal is to provide immediate feedback...

? s (work (1n) flow) and (monitor??? or detect???) and disruption? and (proactive or proactively)

Processing

Processing

Processing

Processing

Processing

Processing

Processing

Processed 10 of 27 files ...

Processing

Processed 20 of 27 files ...

Completed processing all files

15885351 WORK

4725278 FLOW

41630 WORK(1N) FLOW

5721215 MONITOR???

```

4404678 DETECT???
575169  DISRUPTION?
365935  PROACTIVE
158024  PROACTIVELY
S6      76  (WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND
          DISRUPTION? AND (PROACTIVE OR PROACTIVELY)

```

? ds

Set	Items	Description
S1	0	((WORK (1N) FLOW) (W) (MONITOR??? OR DETECT???) (W) DISRUPTION?)
S2	17	(WORK (1N) FLOW) (W) DISRUPTION?
S3	0	S2 AND (PROACTIVE OR PROACTIVELY)
S4	1	S2 AND TRANSACTION
S5	16	S2 NOT S4
S6	76	(WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND DISRUPTION? AND (PROACTIVE OR PROACTIVELY)

? s6 not s2

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processing
Processed 10 of 27 files ...
Processing
Processing
Processing
Processed 20 of 27 files ...
Completed processing all files
22434436 6
17 S2
S722433187 6 NOT S2

? s s6 not s2

	76	S6
	17	S2
S8	76	S6 NOT S2

>>> User not logged in or session timeout

? s s8 and transaction?

>>> User not logged in or session timeout

? b igor705

>>> User not logged in or session timeout

?

? logon

*** It is now 2007/04/28 20:41:24 ***
(Dialog time 2007/04/28 19:41:24)

HIGHLIGHT set on as ' ' ' '

>>>100 is not in the range between 1 and 50, original value 30 is used.
IGOR705 is set ON as an alias for
2,9,15,16,20,35,65,77,99,148,160,233,256,275,347,348,349,474,475,476,583,6-
10,613,621,624,634,636,810,813
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IGORBANK is set ON as an alias for 139,267,268,625,626
IGORTRANS is set ON as an alias for 6,63,80,108,637
IGORSHOPCOUPON is set ON as an alias for 47,570,635,PAPERSMJ,PAPERSEU
IGORINVEN is set ON as an alias for 6,7,8,14,34,94,434
IGORFUNDTRANS is set ON as an alias for 608

? b igor705

>>> 77 does not exist
>>> 233 does not exist
>>>2 of the specified files are not available
28apr07 18:41:37 User268082 Session C9.1
\$0.00 0.309 DialUnits File415
\$0.00 Estimated cost File415
\$0.05 INTERNET
\$0.05 Estimated cost this search
\$0.05 Estimated total session cost 0.309 DialUnits

SYSTEM:OS - DIALOG OneSearch

File 2:INSPEC 1898-2007/Apr W3
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File 9:Business & Industry(R) Jul/1994-2007/Apr 27
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(c) 2007 The HW Wilson Co.
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File 349:PCT FULLTEXT 1979-2007/UB=20070419UT=20070312
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*File 349: For important information about IPCR/8 and forthcoming changes to the IC= index, see HELP NEWSIPCR.

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File 475:Wall Street Journal Abs 1973-2007/Apr 27
(c) 2007 The New York Times

File 476:Financial Times Fulltext 1982-2007/Apr 29
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File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group

*File 583: This file is no longer updating as of 12-13-2002.

File 610:Business Wire 1999-2007/Apr 27
(c) 2007 Business Wire.

*File 610: File 610 now contains data from 3/99 forward.
Archive data (1986-2/99) is available in File 810.

File 613:PR Newswire 1999-2007/Apr 27
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*File 613: File 613 now contains data from 5/99 forward.
Archive data (1987-4/99) is available in File 813.

File 621:Gale Group New Prod.Annou.(R) 1985-2007/Apr 26
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File 624:McGraw-Hill Publications 1985-2007/Apr 25
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*File 624: Homeland Security & Defense and 9 Platt energy journals added
Please see HELP NEWS624 for more

File 634:San Jose Mercury Jun 1985-2007/Apr 22
(c) 2007 San Jose Mercury News

File 636:Gale Group Newsletter DB(TM) 1987-2007/Apr 26
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File 810:Business Wire 1986-1999/Feb 28
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(c) 1999 PR Newswire Association Inc

Set	Items	Description
---	-----	-----

? s (WORK (IN) FLOW) AND (MONITOR??? OR DETECT???) AND DISRU-

Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processed 10 of 27 files ...
Processing
Processed 20 of 27 files ...
Completed processing all files


```

15885351 WORK
4725278 FLOW
41630 WORK(1N) FLOW
5721215 MONITOR???
4404678 DETECT???
0 DISRU-
S1 0 (WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND
DISRU-

```

? s (WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND (DISRUPTION? or problem?) AND (PROACTIVE OR PROACTIVELY)

Processing
Processing
Processing
Processing
Processing
Processing
Processing
Processing

Processing
Processing
Processed 10 of 27 files ...
Processing
Processed 20 of 27 files ...
Completed processing all files

```

15885351 WORK
4725278 FLOW
41630 WORK(1N) FLOW
5721215 MONITOR???
4404678 DETECT???
575169 DISRUPTION?
16115516 PROBLEM?
365935 PROACTIVE
158024 PROACTIVELY
S2 543 (WORK (1N) FLOW) AND (MONITOR??? OR DETECT???) AND
(DISRUPTION? OR PROBLEM?) AND (PROACTIVE OR PROACTIVELY)

```

? s (DISRUPTION? OR PROBLEM?) (w) (PROACTIVE OR PROACTIVELY)

Processing
Processing

Processing
Processed 20 of 27 files ...
Completed processing all files

```

575169 DISRUPTION?
16115516 PROBLEM?
365935 PROACTIVE
158024 PROACTIVELY
S3 582 (DISRUPTION? OR PROBLEM?) (W) (PROACTIVE OR PROACTIVELY)

```

? s s2 and s3

	543	S2
	582	S3
S4	6	S2 AND S3

? t s4/3,k/1-6

4/3,K/1 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
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13990672 **Supplier Number: 162288105 (USE FORMAT 7 FOR FULLTEXT)**

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Business Wire , p NA

April 19 , 2007

Language: English Record Type: Fulltext

Document Type: Newswire ; Trade

Word Count: 355

(USE FORMAT 7 FOR FULLTEXT)

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Text:

CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination
...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exasperated by the expansion of back office conversion (BOC) and remote capture.

In all...

...banks more than \$75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.

Who: Bob Merkle, marketing manager for CONIX Systems, will present the need for duplicate detection and the benefits of a proactive approach to their identification prior to reaching the payments system. Merkle, an expert with more...

...experience in financial services marketing, product development and sales, will also discuss CONIX Systems' Dupe Detective, a solution designed to prevent double postings to customer accounts.

When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing -- including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

4/3,K/2 (Item 1 from file: 20)

DIALOG(R)File 20: Dialog Global Reporter

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55576976 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

BUSINESS WIRE

April 19, 2007

Journal Code: WBWE Language: English Record Type: FULLTEXT

Word Count: 342

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination

For CONIX Systems Andy Payment, 678-781-7222 Cristi Nicholson, 678-935-7135

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exacerbated by the expansion of back office conversion (BOC) and remote capture.

In all...

...banks more than \$75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.

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When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing - including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

4/3,K/3 (Item 1 from file: 148)

DIALOG(R)File 148: Gale Group Trade & Industry DB

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0022069741 **Supplier Number: 162288105 (USE FORMAT 7 OR 9 FOR FULL TEXT)**
Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv
Imagesoft Client Conference.

Business Wire , NA

April 19 , 2007

Language: English

Record Type: Fulltext

Word Count: 355 Line Count: 00033

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv
Imagesoft Client Conference.

Text:

CONIX Systems' Marketing Manager Will Explain the Benefits of
Proactive Duplicate Elimination

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exasperated by the expansion of back office conversion (BOC) and remote capture.

In all...

...banks more than \$75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.

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When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing -- including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

DIALOG(R)File 349: PCT FULLTEXT

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4/3K/4

00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT
DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN
ENVIRONMENT AND METHOD THEREOF

PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES
STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN

ENVIRONNEMENT DE CHAÎNE D'APPROVISIONNEMENT FONDÉE SUR LE RÉSEAU ET PROCÉDÉ ASSOCIÉ

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Detailed Description:

...equipment with similar information. Typically, these systems must be perfectly synchronized with each other or **problems** will occur. As a result, the total cost of the installation is greatly increased and...be provided when providing data access. In even a further aspect of the present invention, **detecting** and reporting data transfer errors may be included when providing data access.

In an embodiment... ..Process in accordance with a preferred embodiment;

Figure 21 shows a block diagram of the **Problem** Handling Process in accordance with a preferred embodiment;

Figure 22 is a flowchart illustrating a **Problem** Handling Management Process in accordance with a preferred embodiment;

6

Figure 23 shows a block...with a preferred embodiment of the present invention;

Figure 47 is a flowchart showing a **Proactive** Threshold Management Process in accordance with a preferred embodiment of the present invention;

Figure 48...classes can be summarized, as follows.

Objects and their corresponding classes break down complex programming **problems** into many smaller, simpler **problems**.

Encapsulation enforces data abstraction through the organization of data into small, independent objects that can... ..As programs grow more complex, more programmers are forced to reinvent basic solutions to basic **problems** over and over again. A relatively new extension of the class library concept is to... ..control. This was appropriate for printing out paychecks, calculating a mathematical table, or solving other **problems** with a program that executed in just one way.

2 1

Even event loop programs... ..a collection of cooperating classes that make up a reusable design solution for a given **problem** domain.. It typically includes objects that

22

There are three main differences between frameworks and ...It represents a generic design solution that can be adapted to a variety of specific **problems** in a given domain.

For example, a single framework can embody the way a user... ..though two different user interfaces created with the same framework might solve quite different interface **problems**.

Thus, through the development of frameworks for solutions to various **problems** and programming tasks, significant reductions in the design and development effort for software can be... ..and Inability to scale.

Sun Microsystem's Java language solves many of the client-side **problems** by.

Improving performance on the client side;

Enabling the creation of dynamic, real-time Web...Because of the large bandwidth availability in fiber, and the growing volume of data traffic, **disruptions** from link and node failures due to cable cuts, for example, become increasingly serious. Network...facilitated utilizing the network.

One exemplary embodiment of the present invention is adapted primarily for **monitoring** and controlling customer power demand in a utility such as electric, gas, and water. In ...including time of day power usage metering.

This embodiment of the present invention includes a **monitoring** and control system in which communication occurs through a fully distributed digital telecommunications switch without... ..While initially designed for use with an electric power utility, the invention is applicable in **monitoring** and controlling demand for other utilities such as gas or water, as well as for... ..management and feedback system includes a power company central computer facility, a plurality of home **monitoring** and control networks, and one or more wide band distribution networks interconnecting home **monitoring** and control networks and the central computer facility. The distribution networks connect to one or more central computer systems through substation gateways via high-speed digital lines.

The home **monitoring** and control network is located and operated within the power utility customer's home and includes electrical control, **monitoring**, and measurement devices which allow the utility to **monitor** electrical consumption in real time, assist the customer in optimizing electrical power consumption, and communicate...the present invention, the availability of the manufacturers to perform maintenance and service may be **monitored** utilizing the network. In this embodiment, the manufacturers are scheduled to perform maintenance and service...the progress of the manufacturers in completing 1 5 scheduled maintenance and service may be **monitored** utilizing the network. The schedule may then be adjusted according to the progress of...In another aspect of the present invention, a network tracking interface may be provided for **monitoring** the progress of the manufacturers in completing scheduled maintenance and service. In a further aspect... is typically a technique for generating redundancy checks, such as a cyclic redundancy code for **detecting** errors. At the other end of the link, the receiving node strips off 1 5 the control information, performs the required synchronization and error **detection**, and reinserts the control information onto the departing packet.

Packet switching arose, in part, to...5 manner using layered communication architectures. Such architectures address the two portions of the communications **problem**, one being that the delivery of data by an end user to ...events received at the element manager will be filtered, aggregated and correlated to further isolate **problems** within the network.

Information that is deemed critical to **monitor** and manage the network is translated into a standard object format and forwarded to the...areas. Typically this group is responsible for resolving 30-40 percent of
speci
the opened **problems**.

Tier 3 - are considered solution experts and often consist of hardware vendors, software vendors or custom application development / maintenance teams (indepth skills needed to investigate and resolve difficult **problems** within their area of expertise). They are the last resort for solving the most difficult **problems**.

Typically this group is responsible for resolving 5 percent or fewer of the opened **problems**.

1 5

The above model is generally referred to as the Skilled Model because personnel...template consists of a suite of best of breed third party software products that automate **problem** diagnosis, notification, custom-developed reporting, and IP services

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solution vision.

Web-Based SLA Reporting...Build models of the behavior of the data in order to predict future growth or **problems** and facilitate 1 0 managing the network in a **proactive**, yet cost-effective manner.

Customer to Event Mapping Module - Add-on module to the Managed...element events, to service offerings, to customers. This tool allows the Customer Service Representative to **proactively** address 1 5 network outages with customers.

Process Definitions and Functions

Service Planning

Service Planning...of the day-to-day operational functions required to maintain the system (e.g. fault **detection** / correction, security management and performance management).

Production Control
Monitoring and Control
Fault Management
Security Management
Service Management

Service Management controls the overall service to...1302, as shown in Figure 17. The Customer Quality of

Service Management Process 1302 encompasses **monitoring**, managing and reporting of quality of service as defined in Service Descriptions, Service Level Agreements... ..reports, including; dashboards, performance of a service against an SLA, reports of any developing capacity **problems**, reports of customer usage patterns, etc, In addition, this process responds to performance inquiries from

the customer. For SLA violations, the process supports notifying **Problem** Handling and for QoS violations, notifying Service Quality Management 1304.

The aim is to provide effective **monitoring**. **Monitoring** and reporting must provide SP management and customers meaningful and timely performance information across the... ..customer inquiries, required reports, completion notification, quality of service terms, service level agreement terms, service **problem** data, quality data, network performance data, and/or network configuration data. Next, in step 1802...with a preferred embodiment of the present invention. The Service Quality Management Process 1304 supports **monitoring** service or product quality on a service class basis in order to determine.

1 5

Whether service levels are being met consistently

Whether there are any general **problems** with the service or product

Whether the sale and use of the service is trackingalert the sales process to slow sales. The aim is to provide effective service specific **monitoring**, management and customers meaningful and timely performance information across the parameters of the specific service... ..a hybrid network event is received that may include forecasts, quality objectives, available capacity, service **problem** data, quality of service violations, performance trends, usage trends, **problem** trends, maintenance activity, maintenance progress, and/or credit violations. Next, in step 2002, quality management... ..to send the generated data is identified.

Figure 21 shows a block diagram of the **Problem** Handling Process 1502. The **Problem** Handling Process receives information from the Customer Interface Management Process 1500 and the Customer Quality... ..status on repair or restoration activity. This process is also responsible for any service-affecting **problems**, including.

notifying the customer in the event of a **disruption** (whether reported by the customer or not), resolving the **problem** to the customer's satisfaction, and providing meaningful status on repair or restoration activity.

This **proactive** management also includes planned maintenance outages. The aim is to have the largest percentage of **problems** **proactively** identified and communicated to the customer, to provide meaningful status and to resolve in the shortest timeframe.

Figure 22 is a flowchart illustrating a **Problem** Handling Management Process in accordance with a preferred embodiment. First, in step 2200, a notification of a **problem** within a hybrid network is received by the system. Next, in step 2202, a

resolution for the **problem** within the hybrid network is determined. The resolution may include a status report, resolution notification, **problem** reports, service reconfiguration, trouble notification, service level agreement violations, and/or outage notification. Finally, in step 2204, the progress of the implementation of the resolution is tracked.

The **Problem** Handling Process 1502 and the Network Data Management 1300 feed information to the Rating and... ..In addition, this process handles customer inquiries about bills, and is responsible to resolve billing **problems** to the customer's satisfaction. The aim is to provide a correct bill and,, if there is a billing **problem**, resolve it quickly with appropriate status to the customer. An additional aim is to collect...to credit customers. As discussed above with reference to Figures 21, 23, and 25, the **Problem** Handling Process 1502 is responsible for receiving service complaints and other service-affecting **problems**. Together with the Network Data Management 1300, the **Problem** Handling Process feeds data to the Discounting Process 1306. The Discounting Process 1306 applies the... ..may require the time period for a different use and in a different

74

A **problem** also arises when using only local switch time in that there is no accommodation for... ..to trace a specific telephone call through the network with ease in order to isolate **problem** areas.

Therefore, there is a need for switches of a telecommunications network to uniquely identify a specific telephone call.

An Embodiment

Call Record Format

An embodiment solves the **problem** of providing a flexible and expandable call record format by implementing both a small and... ..are offsets, or the number of seconds, from that origination time. This embodiment solves the **problems** associated with converting to and from daylight savings time because daylight savings time is a... ..switch must keep billing time and local' switch time separate in order to prevent the **problems** that occur during daylight savings time changes.

Network Call Identifier

This embodiment solves the probl... detailed above in the description of a video operator.

Self-Regulating System

An expert system **monitors** each call in accordance with a preferred embodiment. The system includes rules that define what...for maintaining and displaying the node level network map of the network the MNSIS architecture **monitors**.

HP OV Network Node Manage 4614 - HP OpenView Network Node Manager is one product which... ..Network Node Manager and forwards events to the Omnibus Netcool Object Server.

Micromuse Internet Service **Monitors** 4618- An Omnibus Netcool suite of active probes (**monitors**) which **monitor** internet services such as FTP, POP3, SMTP, NNTP, DNS, HTTP, and RADIUS. These **monitors** collect availability and performance data and forward the information as alerts ...performed. Context can include any information but frequently contains information such as the device name, **problem** description, and priority.

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Electronic Mail Messa

I ge 4630 - An internet mail message send... ..4646 - A custom script which automatically loads records

into Oracle via SQL Loader Direct Load.

Proactive Threshold Manager

The **Proactive** Threshold Manager is an automated network manager that forewarns service providers of a chance that... ..agreement to maintain a certain level of service is in danger of being breached.

The **Proactive** Threshold Manager provides real-time threshold analysis (that is, it continuously **monitors** for plan thresholds that have been exceeded) using

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algorithms. It receives call detail records... ..computer.

A threshold generally is a number which, when exceeded, generates an alarm in the **Proactive** Threshold Manager indicating possible breach of a service level agreement. Thresholds may be specified for... ..of the week. Furthermore, a threshold may be applied to each category for which the **Proactive** threshold manager keeps counts, including the number of short-duration calls, long-duration calls, and cumulative minutes.

When an alarm is generated by the **Proactive** Threshold Manager, it is also prioritized. The priority is a multiple of the number... ..hybrid network analyst via an NGN Workstation. The Figure 47 is a flowchart showing a **Proactive** Threshold Management Process 4700 in accordance with a preferred embodiment of the present invention. The process begins with a **monitoring** step 4702. In step 4702, the **Proactive** Threshold Manager **monitors** the NGN hybrid network. The **Proactive** Threshold Manager generally **monitors** the network at all times to ensure proper service is provided to subscribers of the... ..in maintaining a proper level of service.

In a minimum level determination step 4704, the **Proactive** Threshold Manager determines the minimum level of service needed to avoid breaching subscriber service level agreements. Service

level agreement information is generally provided to the **Proactive** Threshold Manager by the rules database which contains most pertinent subscriber information.

In a sensing step 4706, the **Proactive** Threshold Manager senses the current level of service which is being provided to customers. Protocol converters assist the **Proactive** Threshold Manager in communicating with various components of the system. Protocol converters are able to translate

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information between the packet-switched and circuit-switched system components, thus allowing the **Proactive** Threshold Manager to communicate with all the components of the hybrid system.

In a comparing step 4708, the **Proactive** Threshold Manager compares the current level of service, sensed in step 4706, with the minimum... ..level service which needs to be provided to subscribers.

In an alarm step 4710, the **Proactive** Threshold Manager provides an indication or alarm to the service provider if the current level... ..chosen such that the service provider is allowed enough time to cure the service level **problem** before the minimum service level is reached ...one embodiment of the present invention. The Network Sensing Process 4800 begins with an element **monitoring** step 4802. In step 4802, custom developed element software **monitors** the individual network elements and generates events based on hardware occurrences, such as switch failures... ..reduction functions reside. The element manager filters, aggregates, and correlates the events to further isolate **problems** within the network. Any information that is deemed critical to **monitor** and manage the network is translated into standard object format in a translation step 4806.

In a translation step 4806, information from step 4804 that is deemed critical to **monitor** and manage the network is translated into a standard object format. Generally, typical operational events... information from step 4806 is received by the Information Services Manager and forwarded to the **Proactive** Threshold Manager. The Information Services Manager provides the data management and data communications between the... broker allows the Information Services Manager to share management information stored in distributed databases. The **Proactive** Threshold Manager uses the information provided by the Information Services Manager to determine a current... events received at the element manager will be filtered, aggregated and correlated to further isolate **problems** within the network.

Information that is deemed critical to **monitor** and manage the network is translated into a standard object format and forwarded to the... a preferred embodiment of the present invention. The Element Management Process 4900 begins with a **monitoring** step 4902. In step 4902, the Element Manager **monitors** the system for events generated by network elements. Generally, the Element Manager continuously **monitors** the system to translate events for other system components, such as ... with a First Tier step 5002. In step 5002, a customer with a hybrid network **problem** is provided access to customer support personnel having a broad set of technical skills. The ... of technical skills allows this group to solve about 60-70% of all hybrid network **problems**. If the customers network **problem** is solved at this stage, the process ends. However, if the customers network **problem** is not solved at this stage, the process continues to a Second Tier step 5004... in specific areas. The greater specialized nature of this group allows it to solve many **problems** the group in step 5002 could not solve. This group is generally responsible for solving 30-40% of all hybrid network **problems**. If the customers network **problem** is solved at this stage, the process ends. However, if the customers network **problem** is not solved at this stage, the process continues to a Third Tier step 5006... are often hardware vendors, software vendors, or customer application development and maintenance teams. Customer network **problems** that get this far in the customer support process 5000 need individuals possessing in-depth skills to investigate and resolve the difficult **problems** with there area of

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expertise. Solution experts are the last resort for solving the most difficult **problems**. Typically this group solves about 5% of all hybrid network **problems**.

The above model is generally referred to as the Skilled Model because personnel at all... information (both from the IVR query responses and the diagnostic information solicited from the system **problem** handlers and element managers) is available to the product support engineer.

After reviewing the situation... product support engineer, and is relieved of many of the responsibilities in diagnosing and resolving **problems**. Automated diagnoses and shorter customer interactions save the product support center time, resources, and money. At the same time, the customer receives a better diagnosis and resolution of the **problem** than could usually be achieved with prior art product support techniques.

In addition, one embodiment... is typically a technique for generating redundancy checks, such as a cyclic redundancy code for **detecting** errors.

At the other end of the link, the receiving node strips off the control information, performs the required synchronization and error **detection**, and reinserts the control information onto the departing packet.

Packet switching arose, in part... a multimedia equipped computer allows a user to use telephonic communication with little or no **disruption** while interfacing with the Internet. Multimedia computer

speakers are used to receive the telephony audio... constructs models of the behavior of the data in order to predict future growth or **problems** and facilitate managing the network in a **proactive**, yet cost-effective manner.

A technique called data mining allows a user to search large... quantity of data involved and the complexity of the analyses that must be performed. The **problem** is exacerbated by the fact that the data often 'des in multiple databases, each database...been divided into two classes, good and bad customers, based on their credit history. The **problem** can be solved using classification. Fir st, a training set consisting of customer data with... classification accuracy than other classification methods.

Another data mining classifier technique solves the memory constraint **problem** and simultaneously improve execution time by partitioning the data into subsets that fit in the...down for additional detail Integrates to centralized publishing for integrity

Downloads information

Tracks downloads for **proactive** notification (spec updates)

As shown in Figure 54, operation 5402 outputs data relating to at... updated data would be downloaded to ensure the correctness and currentness of the information..

A **proactive** notification could also be made near the time of download, such as when updates to... client data base is established with the information from the form. Errors or omissions are **detected** and the agent or client is notified. If the policy is to be written, a...period of time. In such systems, due to the continuous nature of the signal being **monitored** by the end users, the end users are sufficiently similar to a "captive audience" that...purchased from a competitor for a certain (i.e., lower) price. "Sale" prices are particularly **problematic** as such prices are typically only valid for a defined period, after which the "sale...article pickup area.

The quick-stop mass retail system may also have a system for **detecting** when inventory is to be restocked including, the system for **detecting** communicating with the host computer such that the host computer initiates a purchase of additional inventory in response to the low inventory

1 5 **detection**,

The quick-stop mass retail system may have the host c omputer track inventory of the articles to enable restocking of the respective storage locations when **detecting** inventory below a certain level.

In accordance with a specific embodiment of the invention, a... identification information communicating with the host computer, wherein the storage locations include a system for **detecting** when inventory is to be restocked, the system for **detecting** communicating with the host computer such that the host computer initiates a purchase of additional... the article pickup area.

The method can further comprise the step of the host computer **detecting** an inventory level threshold below which inventory of the article is to be restocked.

ELECTRONIC...may be desirable to limit the use of the program to specified time periods. A **problem** arises particularly in digital data processing systems which have multiple users and/or multiple processors...number of users in the computing environment. Although site-licensing may ease administrative and operational **problems** for an end user, it normally does so at a premium price which takes into... hardware lock, as a condition for operation of the software. Using hardware locks resolves the

problem of unauthorized moving of software among machines; however, hardware locks do not handle multiple software...secure electronic distribution of information, for example commercial literary properties,

(b) secure electronic information usage **monitoring** and reporting,

(c) secure financial transaction capabilities related to ...status

Provides real-time invoice status

Provides history of previous orders and delivery information

Ensures **proactive** notification of order/shipping **problems**

Referring to operation 5418 of Figure 54, a status of delivery is output for at... ..permitting a user to determine whether a payment has been received and the like.

Any **problems** encountered relating to the order or shipping of the order are result in **proactive** notification of the **problem** to the user. As an option, the history of previous orders and related delivery information...decades. However successful, this approach was not perfect. Indeed, in recent years, some of the **problems** in a open outcry auction forum have been amplified by the vastly increased level of... ..of the trading can and will distort pricing away from the actual market conditions.

Other **problems** exist in open outcry auction that deplete efficient trading. The speed at which trading flows...of templates are provided for publishing data in various forms in operation 6614.

Options include **monitoring** a success rate of the downloading data and automatically transmitting the data that is transmitted... ..features greatly facilitate transactional dependent downloads.

PUSH TECHNOLOGY CAPABILITIES

Sends messages or content to customers **proactively**

Allows for delivery and receipt of custom applications developed in all major languages- (i.e... ..is transmitted based on user specifications. Preselected messages and content may be sent to customers **proactively**.

Furthermore, applications could be received, installed, and launched automatically without user intervention. For example, a...

Claims:

...code segment that that provides data access from multiple simultaneous data sources utilizing a network **detects** and reports data transfer errors.

17 A computer program as recited in claim 1...usage performance jNtwk Maintenance determine performance instarVstop of capacity, utilisation and degradation '
@Restorationmonitoring provide notification capacity request Network PlanningDperformance-initiate Trafficusjz network changes Networkcrlojiarnrses to CustomerEnd-Customer ordersProcessesSales inquiry u alesClient contact: customer nterfaceProblems ManaggmentInquiries Orders No Receive and record contact Orders OrdeOrders rPayments Direct inquiries to appropriate Handling 1502Procurement processesImplementation Billing inquiry Monitor and control status of Problem& Maintenanceinquiries, and escalate Frouble reporti,handlingPerformance Trouble report 1302(QoS & SLA) Ensure a consistent imageMonitoring Perfo and secure use of temsFinance and compla Peilling rformance 1504Planning and... ..o"L"Establish reports to be generated Pra no FrFoblemOthe Compile & Deliver customer reportsProblem Pro em Manage SLA Performance 1304Handling RinpartsDetermine& deliver QoS & SLA Serviceviolation information koS violatioqs- QualityA L A LService Problem1304 Resolution dataServicenuality Serv'ce Classiiagement Quality Data130Nlptwnrk pprfnrmqnfNetwork... ..Life-cycle management of service/ Service clal'-Fp ManagementDevelopment quality dataCapacity product portfolio Monitor overall delivered quality ofServiGe Service 2 service class1302

Problem Monitor available capacity usage service Resolution against forecasted sales
 Service Planning and Initiate service improvements Developmentus... ..Interface Trouble I
 Manageesoluana ernen notif [Rlicn notilica on 1302Customer QosProblem Handling
 Problem reports JIVlanagementterm Receive trouble notificationsDetermine cause and
 resolve/referleti (@)n Track progress be sent to Service Problem Resolution for correction.
 When a trouble is identified by Service Problem Resolution (via Service Quality Management
 or Network Maintenance estiqraqi@qq) th n Prob] m He... ..the customer of the p!2blqM.Figure
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4/3,K/5 (Item 1 from file: 610)
 DIALOG(R)File 610: Business Wire
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**Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv
 Imagesoft Client Conference**

Business Wire

Thursday , April 19, 2007 T14:32:00Z

Journal Code: BW Language: ENGLISH Record Type: FULLTEXT Document Type: NEWSWIRE

Word Count: 363

Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference

Text:

Proactive Duplicate Elimination Business
Editors/High-Tech Writers MANCHESTER, Vt.--(BUSINESS WIRE)--April 19, 2007--

What...

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exacerbated by the expansion of back office conversion (BOC) and remote capture.

...banks more than \$75 each and, tarnishes customer relationships. Financial institutions must face this avoidable problem proactively, as the shift away from paper checks promise to increase the number of duplicates processed.

Who: Bob Merkle, marketing manager for CONIX Systems, will present the need for duplicate detection and the benefits of a proactive approach to their identification prior to reaching the payments system. Merkle, an expert with more...

...experience in financial services marketing, product development and sales, will also discuss CONIX Systems' Dupe Detective, a solution designed to prevent double postings to customer accounts.

When: Merkle will speak from...

...paper and electronic items each year and handle virtually every aspect of payment processing - including work flow management, balancing, branch capture, corporate capture, and electronic check presentment. CONIX software and services are...

4/3,K/6 (Item 1 from file: 621)

DIALOG(R)File 621: Gale Group New Prod. Annou.(R)

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Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Business Wire , p NA

April 19 , 2007

Language: English Record Type: Fulltext

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Word Count: 355

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Bob Merkle to Provide Expertise on Growing Need For Duplicate Detection at 2007 Fiserv Imagesoft Client Conference.

Text:

CONIX Systems' Marketing Manager Will Explain the Benefits of Proactive Duplicate Elimination

...automated clearinghouse (ACH), lockbox items, images and image replacement documents within their payment systems. This problem is exacerbated by the expansion of back office conversion (BOC) and remote capture.

In all...

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